

## PAIA MANUAL

### 1. Definitions

- 1.1 “DIO” – Deputy Information Officer
- 1.2 “IO” – Information Officer
- 1.3 “Minister” – Minister of Justice and Correctional Services
- 1.5 “PAIA” – Promotion of Access to Information Act No. 2 of 2000 (as amended)
- 1.6 “POPIA” – Protection of Personal Information Act No. 4 of 2013
- 1.7 “Regulator” – Information Regulator
- 1.8 “Republic” – Republic of South Africa

### 2. Purpose of PAIA Manual

- 2.1 This PAIA Manual is useful for the public to:
  - Check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
  - Have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
  - Know the description of the records of the body which are available in accordance with any other legislation;
  - Access all the relevant contact details of the Information Officer who will assist the public with the records they intend to access;
  - Know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
  - Know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
  - Know the description of the categories of data subjects and of the information or categories of information relating thereto;
  - Know the recipients or categories of recipients to whom the personal information may be supplied;
  - Know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
  - Know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

### 3. Key Contact Details for Access to Information of Themba Trans (Pty) Ltd

#### 3.1 Information Officer

Name: Jaco Wehmeyer  
Tel: 021 976 4930  
Email: [jaco@thembatrans.co.za](mailto:jaco@thembatrans.co.za)

#### 3.2 Access to information general contacts

Email: [privacy@thembatrans.co.za](mailto:privacy@thembatrans.co.za)

#### 3.3 Head Office

Postal Address: PO Box 3160  
Durbanville  
7551

Physical Address: Quantico House  
Loerie Park  
Paul Kruger Street  
Durbanville  
7550

Tel: 021 976 4930

Website: [www.tsc.co.za](http://www.tsc.co.za)

### 4. Guide on how to use PAIA and how to obtain access to the guide

4.1 The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

4.2 The Guide is available in each of the official languages and in braille.

4.3 The aforesaid Guide contains the description of:

4.3.1 The objects of PAIA and POPIA;

4.3.2 The postal and street address, phone number and, if available, electronic mail address of:

- The Information Officer of every public body; and
- Every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;

4.3.3 The manner and form of a request for:

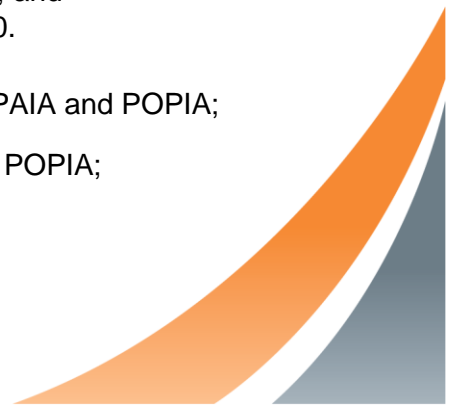
- Access to a record of a public body contemplated in section 11; and
- Access to a record of a private body contemplated in section 50.

4.3.4 The assistance available from the IO of a public body in terms of PAIA and POPIA;

4.3.5 The assistance available from the Regulator in terms of PAIA and POPIA;

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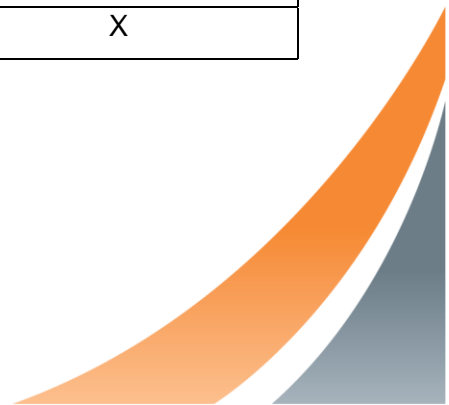
- 4.3.6 All remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging:
- An internal appeal;
  - A complaint to the Regulator; and
  - An application with a court against a decision by the IO of a public body, a decision on internal appeal, or a decision by the Regulator, or a decision of the head of a private body.
- 4.3.7 The provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 4.3.8 The provision of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9 The notices in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
- 4.3.10 The regulations made in terms of section 92.
- 4.4 Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.
- 4.5 The Guide can also be obtained:
- Upon request to the Information Officer; or
  - From the website of the Regulator (<https://www.justice.gov.za/inforeg/>).
- 4.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours:
- English; and
  - Afrikaans

**5. Categories of Records of Themba Trans (Pty) Ltd which are available without a person having to request access**

Types of the Record	Available on Website	Available upon request
Anti-Bribery and Corruption Policy	X	X
Company Information		X
Company Profile	X	X
Contact Information	X	X
Data Breach Reporting Policy	X	X
Data Subject Access Request Policy	X	X
Privacy Policy	X	X

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**6. Description of the Records of Themba Trans (Pty) Ltd which are available in accordance with any other legislation**

- Basic Conditions of Employment Act 57 of 1997
- Broad-based Black Economic Empowerment Act 53 of 2003
- Companies Act 71 of 2008
- Compensation for Occupational Injuries and Health Diseases Act 130 of 1993
- Constitution of the Republic of South Africa Act 108 of 1996
- Consumer Protection Act 68 of 2008
- Copyright Act 98 of 1978
- Electronic Communications and Transactions Act 25 of 2002
- Employment Equity Act 55 of 1998
- Income Tax Act 58 of 1962
- Labour Relations Act 66 of 1995
- National Credit Act 34 of 2005
- Occupational Health and Safety Act 85 of 1993
- Promotion of Access to Information Act 2 of 2000
- Promotion of Equality & Prevention of Unfair Discrimination Amendment Act 52 of 2002
- Protected Disclosures Act 26 of 2000
- Protection of Personal Information Act 4 of 2013
- Regulation of Interception of Communications and Provision of Communication Related Information Act 70 of 2002
- Skills Development Act 97 of 1998
- Tax Administration Act 28 of 2011
- Unemployment Insurance Act 30 of 1966
- Value Added Tax Act 89 of 1991

**7. Description of the subjects on which the body holds records and categories of records held on each subject by Themba Trans (Pty) Ltd.**

Subjects on which the body holds records	Categories of records
Corporate	<ul style="list-style-type: none"> <li>• BBBEE compliance</li> <li>• Company documents</li> <li>• Company profile</li> <li>• Organisational and business plans</li> <li>• Policies &amp; procedure manuals</li> </ul>
Finance	<ul style="list-style-type: none"> <li>• Audit reports</li> <li>• Banking details and bank accounts</li> <li>• Budgets</li> <li>• Debtors &amp; creditors statements and invoices</li> <li>• Financial accounting</li> <li>• Financial reports</li> <li>• Insurance</li> <li>• Tax returns</li> </ul>
Health & safety	<ul style="list-style-type: none"> <li>• Evacuation procedures</li> <li>• Occupational health &amp; safety plan</li> </ul>

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Subjects on which the body holds records	Categories of records
	<ul style="list-style-type: none"> <li>• Risk assessment</li> </ul>
Human Resources	<ul style="list-style-type: none"> <li>• Advertised posts</li> <li>• Employees records</li> <li>• HR policies and procedures</li> </ul>
Sales	<ul style="list-style-type: none"> <li>• Agreements (clients &amp; suppliers)</li> <li>• Daily operations</li> <li>• Incident reports &amp; claims</li> <li>• Monthly operations reports</li> <li>• Service provider records</li> </ul>

## 8. Processing of Personal Information

8.1 The purpose of processing personal information is mainly to contact our clients/suppliers for the purposes of conducting business with them, understanding their business growth requirements, and delivering services accordingly. Themba Trans (Pty) Ltd generally collect and process personal information for various purposes, including:

- Services purposes – such as collecting orders or requests for and providing our services;
- Marketing purposes – such as pursuing lawful related marketing activities;
- Business purposes – such as internal audit, accounting, business planning, or other proposed and actual transactions; and
- Legal purposes – such as handling claims, complying with regulations, or pursuing good governance.

8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto:

Categories of Data Subjects	Personal Information that may be processed
Clients / Suppliers	<ul style="list-style-type: none"> <li>• Name</li> <li>• Telephone contact details</li> <li>• Identification number</li> <li>• Location (physical- and postal addresses)</li> <li>• Financial details</li> <li>• Email address</li> <li>• Confidential correspondence</li> <li>• Your business staff information for account relating issues</li> <li>• Insurance details</li> <li>• Company details (COR, VAT, BEE)</li> <li>• Criminal information</li> <li>• Employment information</li> </ul>
Employees	<ul style="list-style-type: none"> <li>• Gender</li> <li>• Marital status</li> <li>• Dependent status</li> <li>• Date of birth</li> </ul>

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Categories of Data Subjects	Personal Information that may be processed
	<ul style="list-style-type: none"> <li>• General contact information, such as address, telephone number, and email</li> <li>• Resumes that you provide</li> <li>• Your start date</li> <li>• Your job title</li> <li>• The location where you are working</li> <li>• Any training or education programs you undertake through us</li> <li>• Professional or personal references</li> <li>• Company policies and employment forms signed by you</li> <li>• Payroll information</li> <li>• Health-related data</li> <li>• Forms that contain any information relating to your personal employee benefits</li> <li>• Beneficiary information</li> <li>• The contact information of the individual that you list to be first notified in the event of an emergency. This includes phone numbers, addresses, and any other personally identifying information for that individual</li> <li>• Assessments, evaluations, performance reviews, training completion rates, and training scores</li> <li>• Any monetary raises, bonuses, stock information, overtime rate and/or salaried rate</li> <li>• Any requested time off, accrued paid time off, tardiness, or requests to leave before the scheduled end of your workday</li> <li>• Grievances, including complaints made by fellow employees or clients or customers, corrective action plans for inappropriate behaviour and write-ups</li> <li>• Accolades, including recommendations, awards, or other instances of recognition for quality work</li> <li>• Letter of resignation, if received by the Company</li> <li>• Letter of termination, if given</li> <li>• Other personal details you voluntarily provide to us</li> </ul>
General public	<ul style="list-style-type: none"> <li>• Web site visits</li> </ul>
Service providers	<ul style="list-style-type: none"> <li>• Record of service provider life cycle</li> </ul>

8.3 The recipients to whom the personal information may be supplied:

- Employee pension fund
- Financial institutions
- Law enforcement
- Service providers
- Statutory authorities
- Credit bureaus

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#### 8.4 Planned trans-border flows of personal information

8.4.1 Themba Trans (Pty) Ltd does not have any trans-border flows of personal information.

#### 8.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information:

- Access controls
- Home and mobile measures
- Internal security measures
- Anti-spam measures
- Anti-virus measures
- Firewalls
- Password control
- Selective training of key staff
- Policies in information security

### 9. Availability of the Manual

9.1 A copy of the Manual is available:

- On [www.tsc.co.za](http://www.tsc.co.za);
- At head office of Themba Trans (Pty) Ltd for public inspection during normal business hours;
- To any person upon request and upon the payment of a reasonable prescribed fee; and
- To the Information Regulator upon request.

9.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

### 10. Updating of the Manual

10.1 The head of Themba Trans (Pty) Ltd will on a regular basis update this manual.

#### **Issued by**



Jaco Wehmeyer  
Managing Director

9 December 2021

Date

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